



**MISSOURI DEPARTMENT OF ELEMENTARY AND SECONDARY EDUCATION
OFFICE OF CHILDHOOD - CHILD CARE COMPLIANCE**

**COMPLAINT INVESTIGATION OF
SUBSTANTIATED STATUTE OR RULE VIOLATIONS**

DATE OF REPORT

6/21/2018

DVN

002306696

FACILITY NAME

A TO Z PRESCHOOL AND CHILD CARE CENTER, LLC

FACILITY ADDRESS

6008 STATE HIGHWAY B

CITY

HILLSBORO

ZIP CODE

63050

PHONE NUMBER

(636) 797-2273

COUNTY

JEFFERSON

ASSIGNED SPECIALIST

KOCH, DENISE ELAYNE

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

19 CSR 30-62.182 (1)(C)(6)

Firm, positive statements or redirection of behavior shall be used with infants and toddlers.

19 CSR 30-62.182 (1)(C)(8)

No discipline technique which is humiliating, threatening or frightening to children shall be used. Children shall not be shamed, ridiculed or spoken to harshly, abusively or with profanity.

CONCLUSION SUMMARY

The allegation that a staff has seen coworkers yell and scream at the kids is found to be substantiated , based upon interviewed conducted.

Child Care Facility Specialist (CCFS) Denise Koch conducted an unannounced inspection at A to Z Preschool and Child Care Center, LLC on June 22, 2018. CCFS Koch interviewed Deborah Williams, infant teacher, Ashley Newland, teacher, Donnetta Hobson, toddler teacher, Tabatha Heinzer, infant/toddler teacher, Jessica Reese, teacher, Ariana Cogburn, teacher, and Betty Link, Director.

Ashley Newland stated that Deborah Williams yells sometimes when she is frustrated and is a little rough with the children.

Ashley Newland stated that Deborah will yell in the baby's faces and tell them to stop crying.

Ashley stated that sometimes when a baby cries, Deborah will lift the baby up in the bouncer and say, "why are you still crying?" Donnetta Hobson stated that Deborah raises her voice a little more than she should. Tabatha Heinzer stated that there is some yelling by Deborah, but not enough that she is concerned. Ariana Cogburn stated that Deborah will raise her voice at the babies. Ariana stated that at least one baby has been scared by Deborah. Betty Link stated that there was one staff who was yelling at the children, Deborah Williams.

Betty stated that she has spoken to Deborah twice about her tone of voice around the children.

CORRECTIVE MEASURES

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The facility shall conduct a staff meeting to review the center's policies and all licensing rules and regulations regarding Infant/toddler care and discipline. The facility must provide the Section for Child Care Regulation with a statement, signed by all staff (paid employees or unpaid volunteers), to indicate they understand and agree to follow those rules and regulations.

COMPLETED (Y/N)

Yes

COMPLETED DATE

9/21/2018

CORRECTIVE MEASURE

The facility will have all staff attend at least one (1) clock hour of training regarding appropriate behavior with infants/toddlers, as approved by the Section for Child Care Regulation. The training hour must be held by an approved and qualified source, outside of the A to Z Preschool And Child Care Center, LLC network. Certificates of attendance shall be provided to the Section for Child Care Regulation.

COMPLETED (Y/N)

Yes

COMPLETED DATE

9/21/2018

DISPOSITION

SUBSTANTIATED

DISPOSITION DATE

8/24/2018

APPROVING SUPERVISOR

SMITH, NANCY